

What is claimed is:

1. A method of tracking messages in an electronic mail messaging system, wherein the electronic mail messaging system includes a plurality of Microsoft Exchange servers, the method comprising:

logging message header information regarding an email message transferred through a first one of said plurality of Microsoft Exchange server in a log file;
examining the message header information regarding the email message;
correlating the message header information with message header information in log files from other ones of said plurality of Microsoft Exchange servers through which the message has transferred to determine an end-to-end message flow information for the message; and
storing the message flow information in a database.

2. The method of claim 1, wherein said message flow information is useable in adjusting a configuration of the electronic mail messaging system.

3. The method of claim 1, further comprising:
adjusting a configuration of the electronic mail messaging system in response to said message flow information.

4. The method of claim 1, further comprising:
generating one or more reports using the message flow information.

5. The method of claim 4, wherein the reports generated using the message flow information include end-to-end message delivery times.

6. The method of claim 1, wherein the message header information includes two or more of a message id, source server name, destination server name, time stamp information, and size information.

7. The method of claim 1, further comprising:

transferring the message header information from each of the plurality of Microsoft Exchange servers to a central console prior to said examining;
wherein the central console performs said examining, said correlating, and said storing.

8. The method of claim 1, further comprising:

enabling message tracking logs in each of the plurality of Microsoft Exchange servers;

collecting and storing the message header information at each of the plurality of Microsoft Exchange servers;

transferring the message header information from each of the plurality of Microsoft Exchange servers to a central console prior to said examining;

wherein the central console performs said examining, said correlating, and said storing.

9. The method of claim 1, wherein the message originates from a sender server of a client who sends the message, wherein the message propagates through zero or more intermediate servers, and then arrives at a recipient server of a recipient of the message;

wherein said correlating the message header information to determine an end-to-end message flow for each of the messages comprises, for each message, reconstructing the message flow of the message from a sender server to a recipient server.

10. The method of claim 9, wherein said correlating the message information includes:

a) examining a first message header information of a first message from a first server;

b) determining time stamp information of the first message using the first message header information;

c) determining a destination server of the message using the first message header information, wherein the destination server becomes the first server;

d) repeating said steps a– c one or more times until the destination server is the recipient server of the message; and
generating message flow information for the first message.

11. The method of claim 1, wherein the end-to-end message flow comprises a sequence of entrances and exits through one or more of said plurality of Microsoft Exchange servers as well as through one or more network links that connect two or more of said Microsoft Exchange servers.

12. A system for tracking messages in an electronic mail messaging system, wherein the electronic mail messaging system includes a plurality of Microsoft Exchange servers, the system comprising:

- a CPU;
- a memory medium coupled to the CPU which stores a message tracking program, wherein the message tracking program is executable to:
 - logging message header information regarding an email message transferred through a first one of said plurality of Microsoft Exchange server in a log file;
 - examining the message header information regarding the email message;
 - correlating the message header information of the message header information in log files from other ones of said plurality of Microsoft Exchange servers through which the message has transferred to determine an end-to-end message flow information for the message; and
 - storing message flow information in a database.

13. The system of claim 12, wherein said message flow information is useable in adjusting a configuration of the electronic mail messaging system.

14. The system of claim 12, wherein a configuration of the electronic mail messaging system is adjusted in response to said message flow information.

15. The system of claim 12, wherein the message tracking program is further executable to generate one or more reports using the message flow information.
16. The system of claim 15, wherein the reports generated using the message flow information include end-to-end message delivery times.
17. The system of claim 12, wherein the message header information includes two or more of a message id, source server name, destination server name, time stamp information, and size information.
18. The system of claim 12, further comprising agent software programs stored in each of the Microsoft Exchange servers which transfer the message information from each of the plurality of Microsoft Exchange servers to a central console, wherein the central console performs said examining, said correlating, and said storing.
19. The system of claim 12, wherein each message originates from a sender server of a client who sends the message, propagates through zero or more intermediate servers, and then arrives to a recipient server of a recipient of the message;
wherein, in correlating the message header information to determine an end-to-end message flow for each of the messages, the message tracking program is further executable to reconstruct the message flow for each message from a sender server to a recipient server.
20. The system of claim 19, wherein, in correlating the message information, the message tracking program is further executable to:
- a) examine first message header information of a first message from a first server;
 - b) determine time stamp information of the first message using the first message header information;
 - c) determine a destination server of the message using the first message information, wherein the destination server becomes the first server;

d) repeat said steps a) - c) one or more times until the destination server is the recipient server of the message; and
generate message flow information for the first message after a) - d).

21. The system of claim 12, wherein the message flow information describes the end-to-end message flow for each of the messages.

22. A system for tracking messages in an electronic mail messaging system, the system comprising:

- a plurality of Microsoft Exchange servers, wherein each respective Microsoft Exchange server logs message header information regarding messages transferred through the respective Microsoft Exchange server;

- a plurality of software agents, wherein each of the plurality of software agents is comprised in one of the Microsoft Exchange servers;

- a central console coupled to each of the plurality of software agents;

- wherein each of the plurality of software agents is operable to transfer the message header information from each of the plurality of Microsoft Exchange servers to the central console;

- wherein the central console is operable to:

- examine the message header information regarding the messages transferred through each of the Microsoft Exchange servers;

- correlate the message header information to determine an end-to-end message flow for each of the messages; and

- store message flow information in a database in response to said correlating.

23. A carrier medium which stores program instructions wherein the program instructions are executable to implement the method in Claim 1.

24. The carrier medium of claim 23, wherein the carrier medium is a memory medium.

